

How to remove Jammed Paper



**C822/C831/C841
ES8431/ES8441**

PAPER JAMS

Paper jams occasionally occur due to paper misfeeding from a paper tray or at any point on the paper path through the printer. When a jam occurs, the printer immediately stops and the Alert LED on the Status Panel informs you of the event.

For example:



Press the HELP button for details of the error code including the number.

This document explains how to clear paper jams quickly and simply.

If printing multiple pages (or copies), do not assume that, having cleared an obvious sheet, others will not also be stopped somewhere along the path. These must also be removed in order to clear the jam fully and restore normal operations. Please remove jammed paper carefully so that it doesn't tear. However, if it does please ensure that no parts of paper are left inside the printer.

Check the error code displayed on the panel and remove the jammed paper by following the procedures described in this document.

ERROR CODES AND LOCATION

Refer to the table below to find the location of the paper jam

Error Code	Location on Printer	Refer to Page
370	Duplex Unit	4
371	Duplex Unit	4
372	Front Cover	5
373	Duplex Unit	4
380	Front Cover	5
381	Inside Printer	6
382	Inside Printer	7
383	Inside Printer	7
385	Inside Printer	7
390	Paper Tray	10
391	Paper Tray	11
392	Paper Tray	11
393	Paper Tray	11
394	Paper Tray	11
401	Front Cover	5
631	Paper Tray	11
632	Paper Tray	11
633	Paper Tray	11
634	Paper Tray	11
637	Paper Tray	10
638	Inside Printer	6
639	Inside Printer	7
640	Inside Printer	7
641	Duplex Unit	4
642	Duplex Unit	4



DUPLEX



FRONT COVER



INSIDE PRINTER



PAPER TRAYS

WARNING!

If the printer has been powered on recently, the fuser will be hot. This area is clearly labelled. Do not touch.

ERROR CODE 370, 371, 373, 641, 642

A paper jam has occurred near the duplex unit

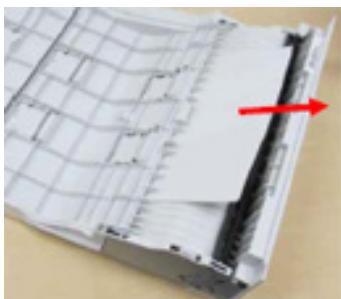
1. Take out the duplex unit (A) by pulling it diagonally upward while holding the centre recess on the back of the printer.



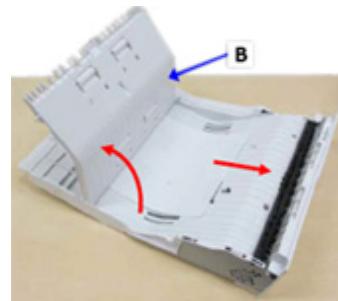
2. Check for jammed paper inside the printer and if jammed paper remains remove it.



3. Check for jammed paper in the duplex unit. If jammed paper remains pull it out gently.



4. Open the upper duplex unit cover (B) and check for jammed paper. If jammed paper remains, pull it out gently and close the cover.



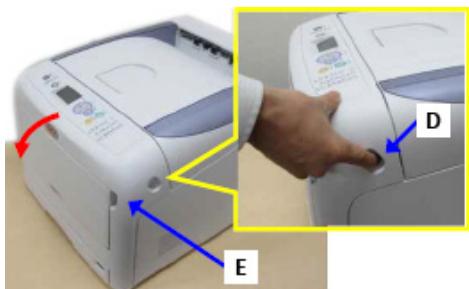
5. Re-insert the duplex unit (C) into the printer.



ERROR CODE 372, 380, 401

A paper jam has occurred near the front cover

1. Pull the front cover open lever (D) to open the front cover (E) forward.



2. Remove the jammed paper gently in the direction of the arrow.



3. Close the front cover (F).

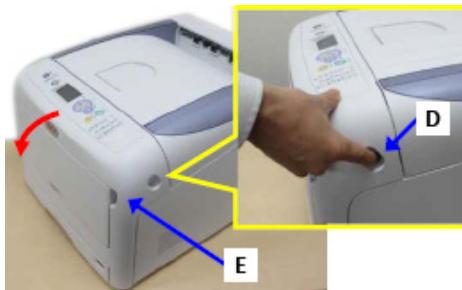


If you cannot find jammed paper and the error message remains, follow the steps on page 4.

ERROR CODE 381, 638

A paper jam has occurred under an image drum

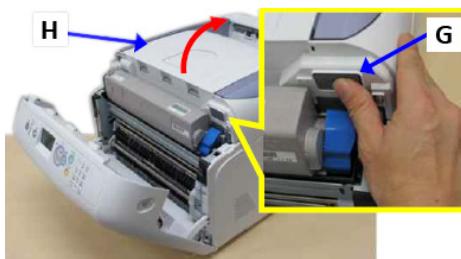
1. Pull the front cover open lever (D) to open the front cover (E) forward.



CAUTION!

The green image drum surface is very delicate and light sensitive. Do not touch it and do not expose it to normal room light for more than 5 minutes.

2. Press the top cover open button (G) and open the top cover (H).



3. Note the position of the image drums. Remove all four image drums (holding them at the top centre) and place on a piece of paper to prevent toner from marking your furniture and to avoid damaging the green surface.



4. Cover the removed image drums



5. If an edge of jammed paper can be seen, gently pull it out in the direction of the arrow



If paper cannot be seen; lift the release levers (I) while pulling the paper out gently.



6. Return all four image drums into the printer,

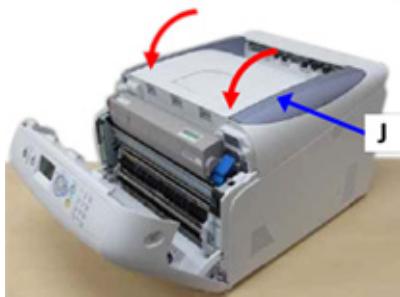
making sure to locate them in the correct order.



8. Close the front cover (F)



7. Close the top cover (J) by pushing both sides of the cover firmly.

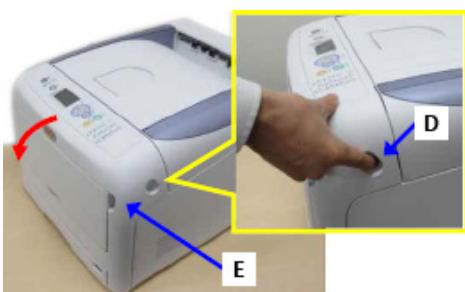


NOTE: The front cover cannot be closed if the top cover is not closed securely.

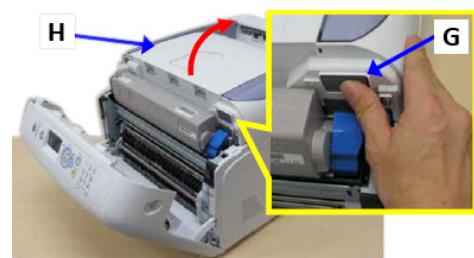
ERROR CODE 382, 383, 385, 639, 640

A paper jam has occurred near the fuser unit

1. Pull the front cover open lever (D) to open the front cover (E) forward.



2. Press the top cover open button (G) and open the top cover (H).



CAUTION!

The green image drum surface is very delicate and light sensitive. Do not touch it and do not expose it to normal room light for more than 5 minutes.

3. Note the position of the image drums.
Remove all four image drums (holding them at the top centre) and place on a piece of paper to prevent toner from marking your furniture and to avoid damaging the green surface.



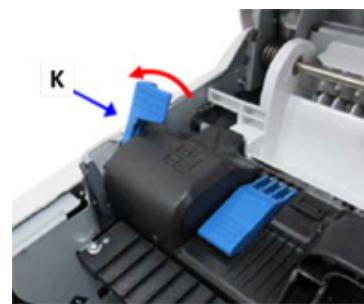
4. Cover the removed image drums.



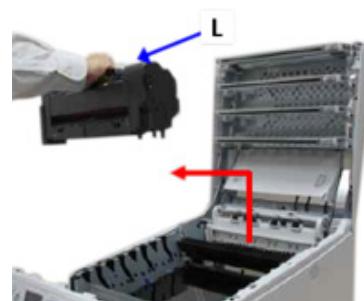
5. Remove the jammed paper remaining inside the unit.



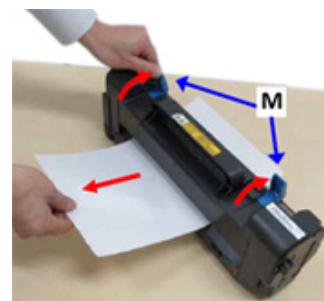
6. Move the left lock(K) toward the front of the printer.



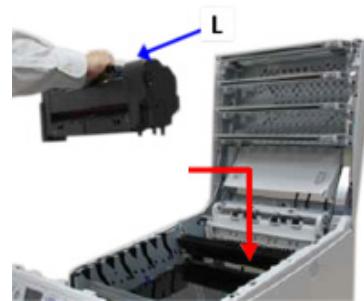
7. Hold the fuser handle (L) and lift the fuser unit out of the printer.



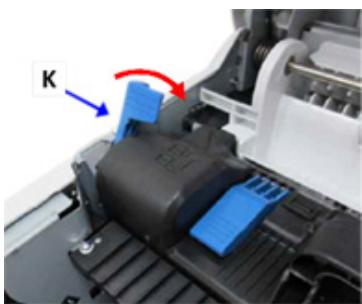
8. Lift the release levers (M) on the fuser unit and pull out the jammed paper gently.



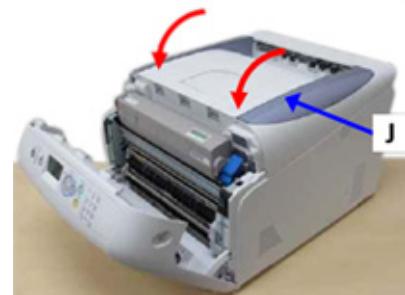
9. Hold the fuser unit handle (L) and place the fuser into the printer.



10. Move the left lock lever (K) of the fuser unit toward the rear of the printer.



12. Close the top cover (J) by pushing both sides of the cover firmly.



11. Return all four image drums into the printer, making sure to locate them in the correct order.



13. Close the front cover (F)



NOTE: The front cover cannot be closed if the top cover is not closed securely.

ERROR CODE 390, 637

A paper jam has occurred while feeding paper from a paper tray

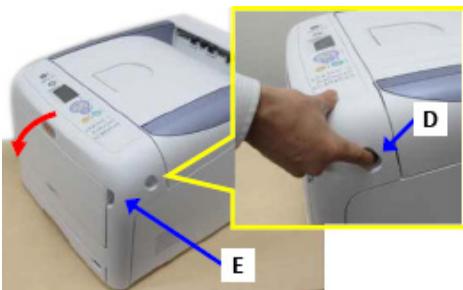
1. If there is any paper on the MP tray, lift the paper set cover(N) and take it out.



If the edge of the paper cannot be seen, gently remove the paper from the back.



2. Pull the front cover open lever (D) to open the front cover (E) forward.



4. Close the front cover (O)



3. Remove the jammed paper by gently pulling the edge of the paper.



5. If loading paper on the MP tray, lift the paper set cover (N) and set the paper with the print side face up.

6. Lower the paper set cover (N).

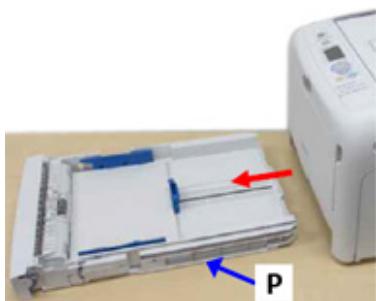
ERROR CODE 391, 392, 393, 394, 631, 632, 633, 634

A paper jam has occurred while feeding paper from a paper tray

Note: If paper jams occur frequently, clean the paper feed rollers. For details, refer to “Cleaning Paper Feed Rollers” in User’s Manual (Setup).

This procedure uses Tray 1 as an example.

1. Gently pull out from the printer the tray (P) indicated in the error message.



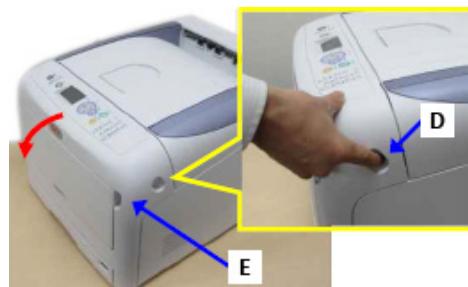
2. Remove the jammed paper.



3. Return the tray (P) to the printer.



4. Pull the front cover open lever (D) to open the front cover (E) forward.



5. Close the front cover (F)



You need to open and close the front cover after removing the jammed paper otherwise the error message will not go out.